

Fig. 1A (prior art)

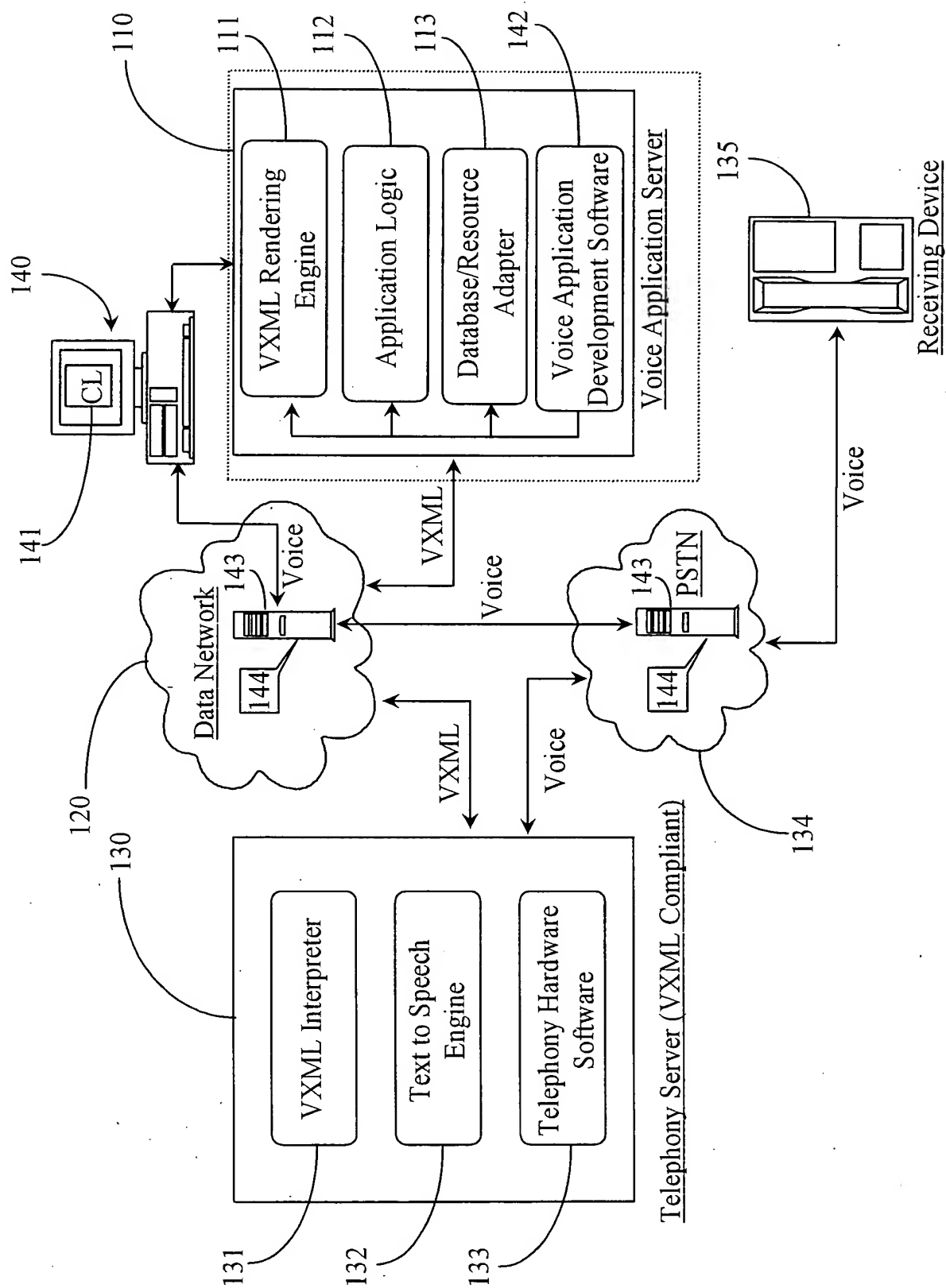


Fig. 1B

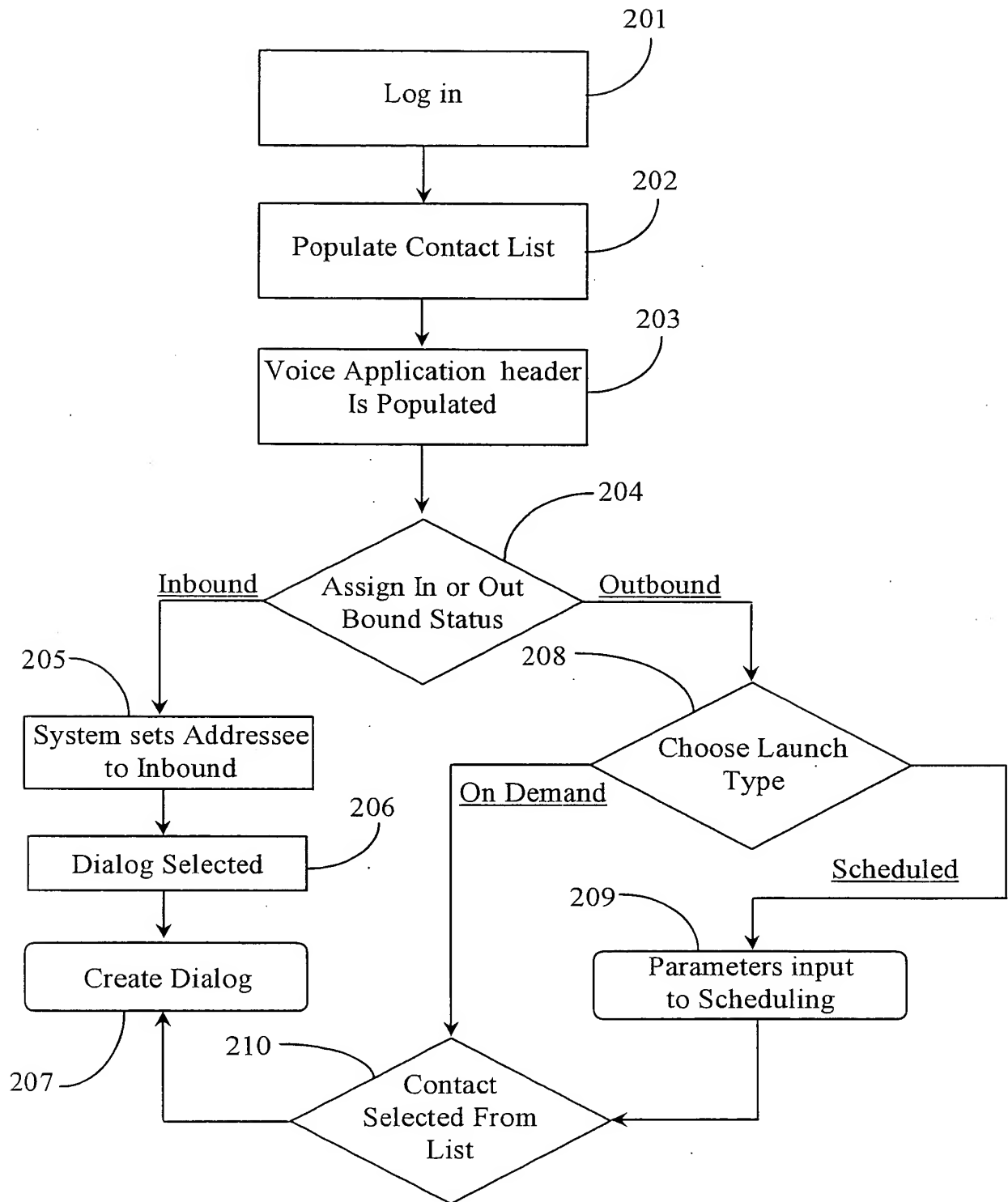
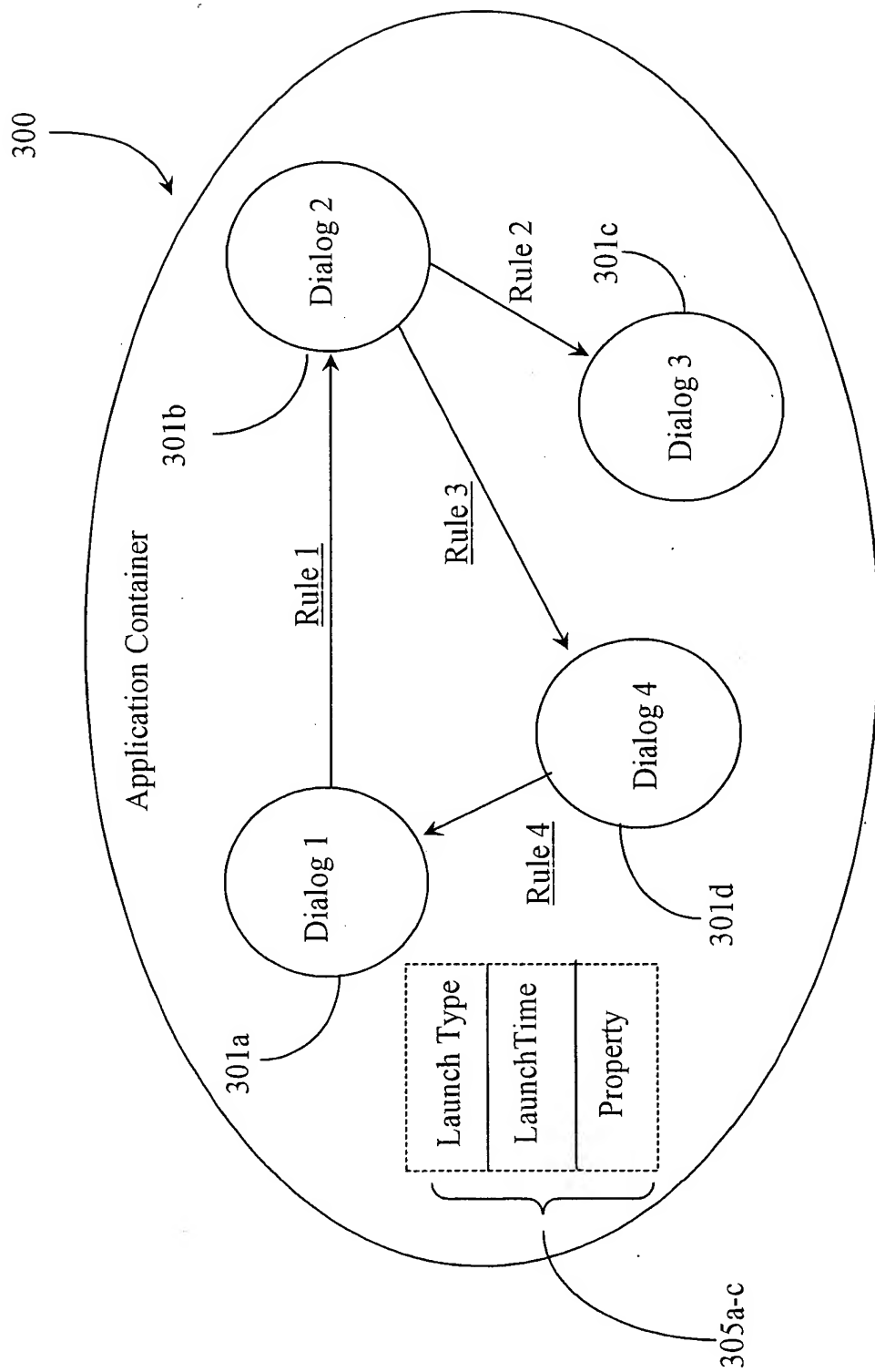
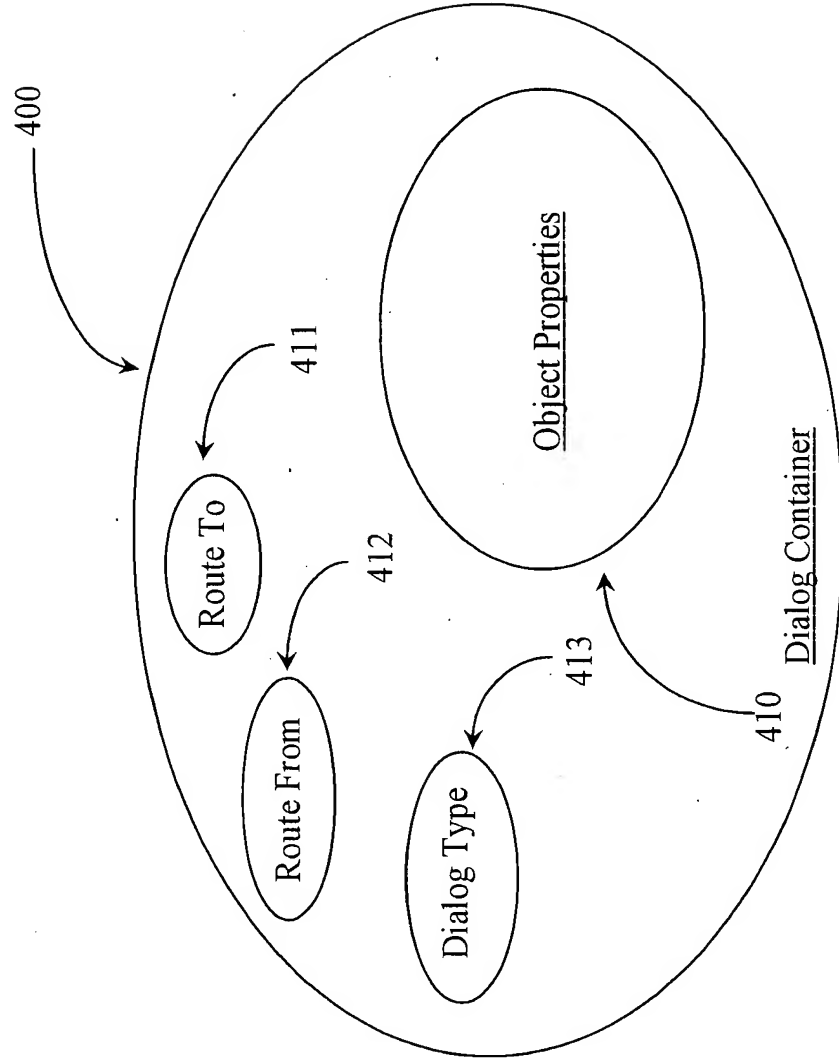


Fig. 2



Voice App Object Model

Fig. 3



Dialog Object Model

Fig. 4

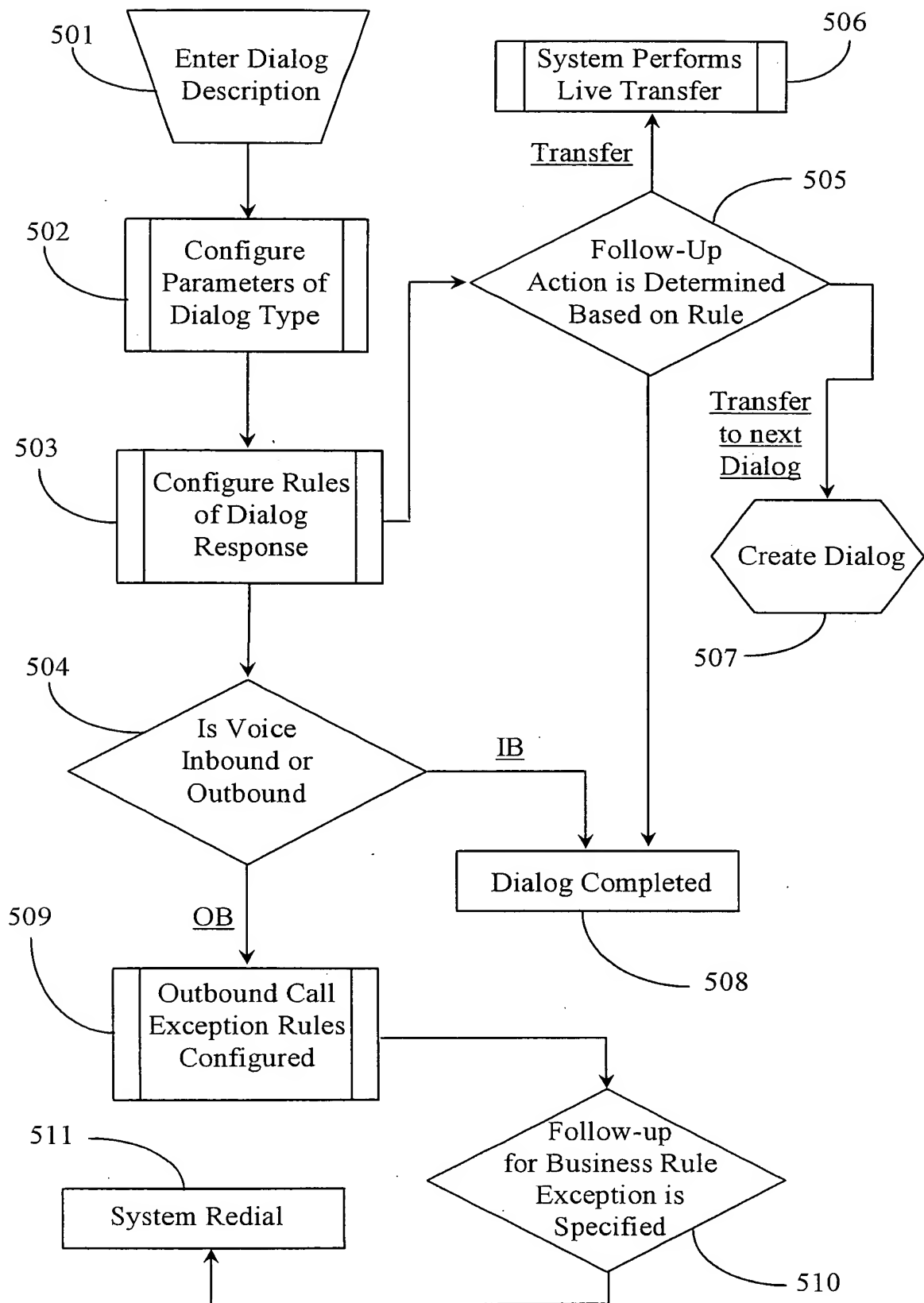


Fig. 5

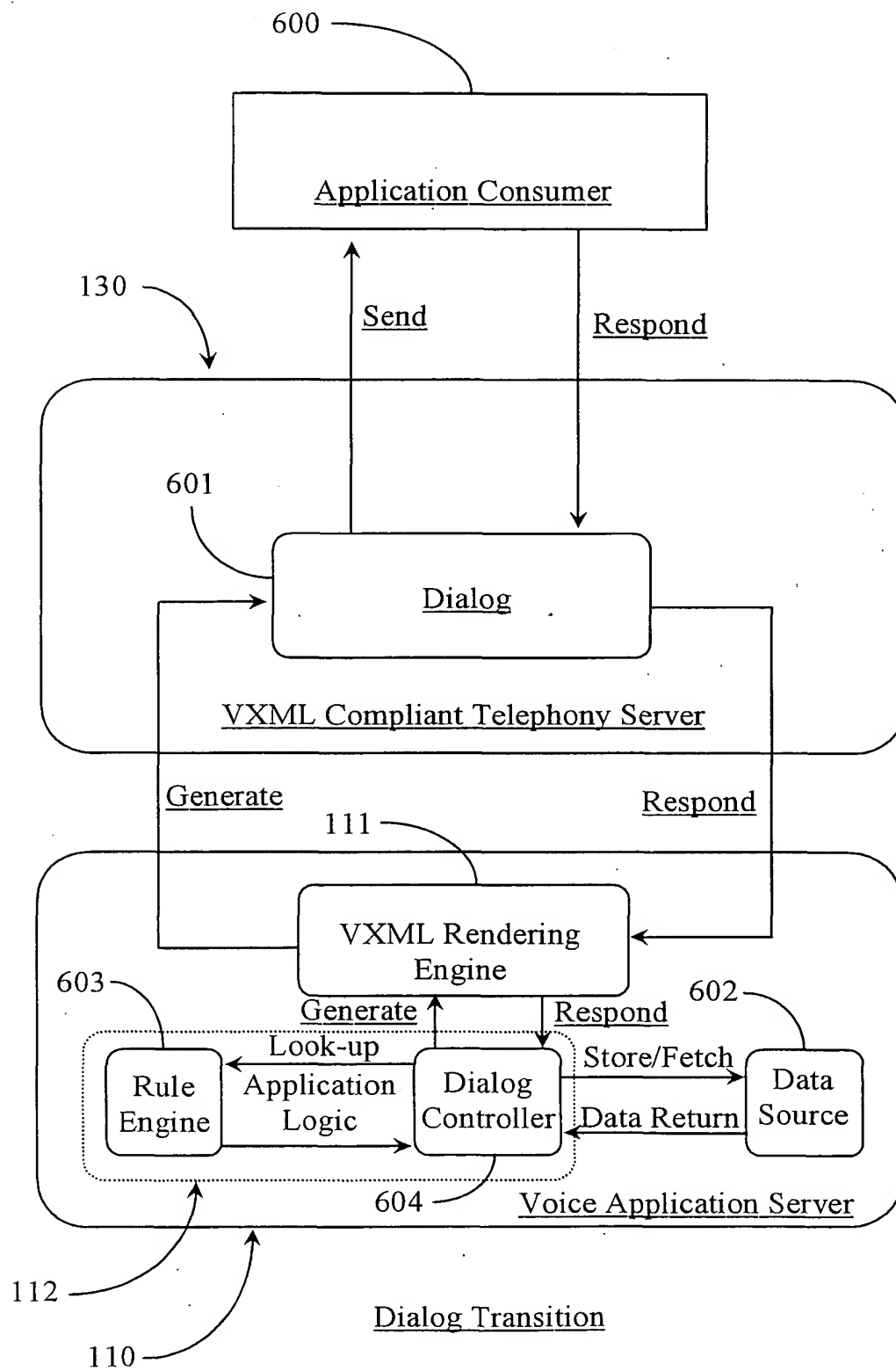


Fig. 6

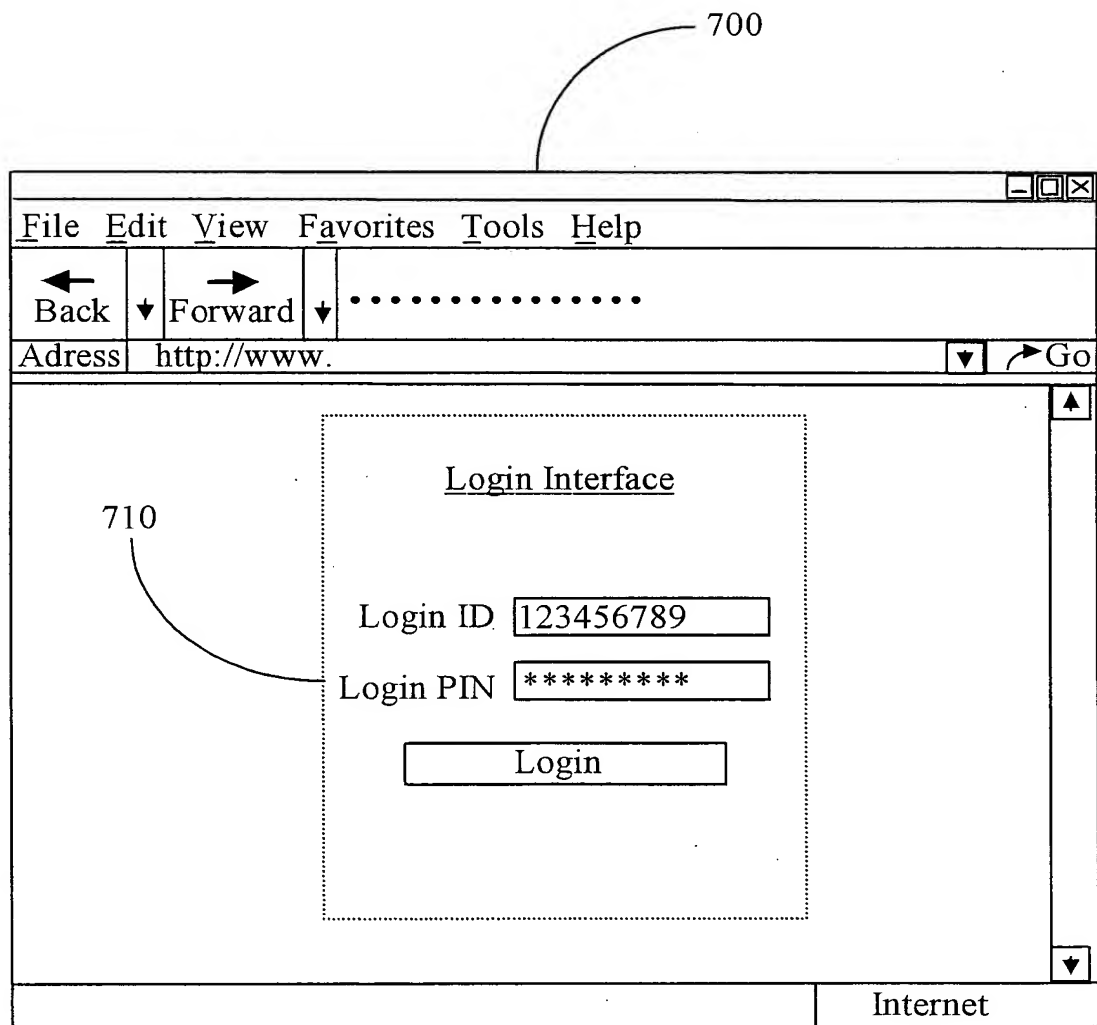


Fig. 7

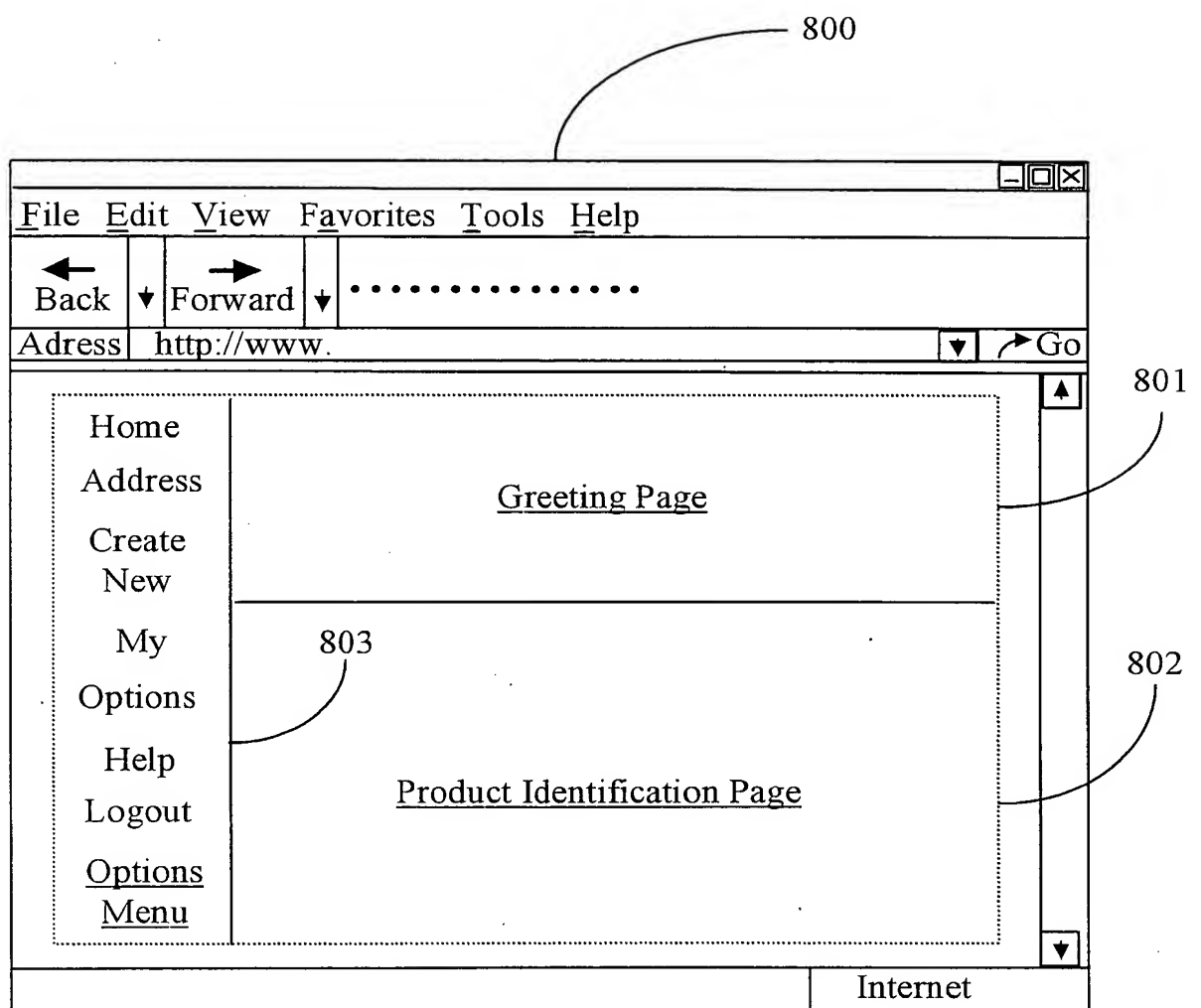


Fig. 8

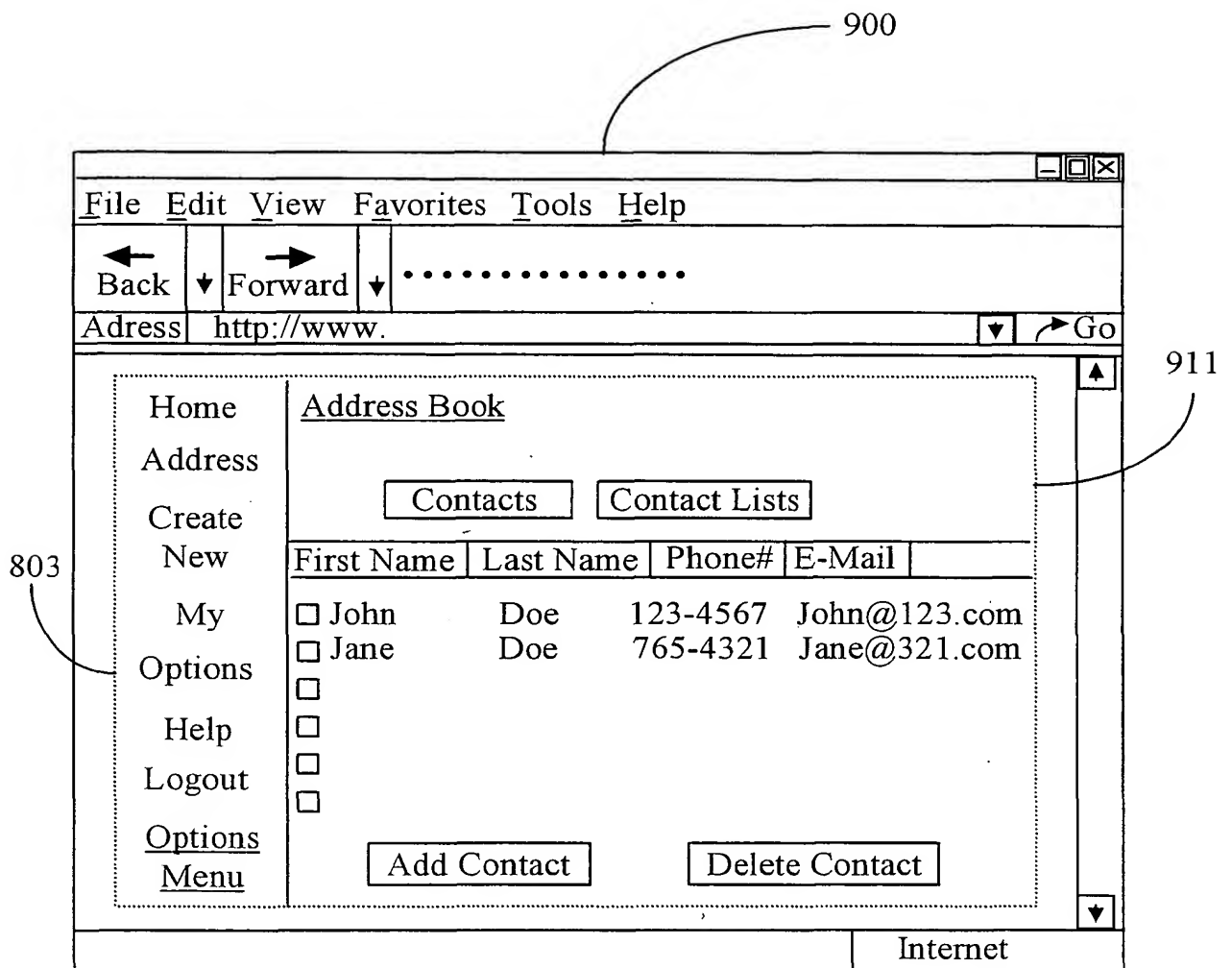


Fig. 9

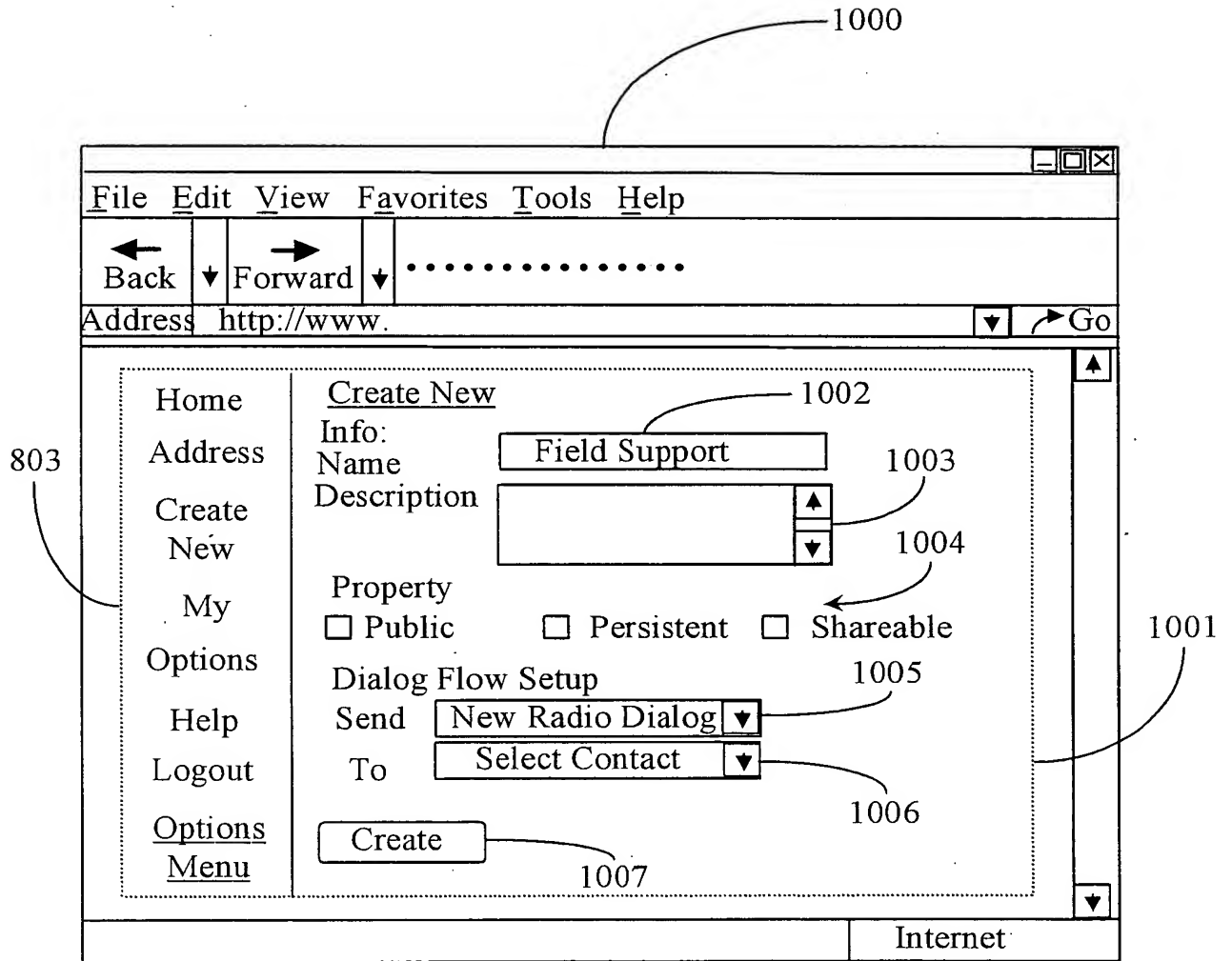


Fig. 10

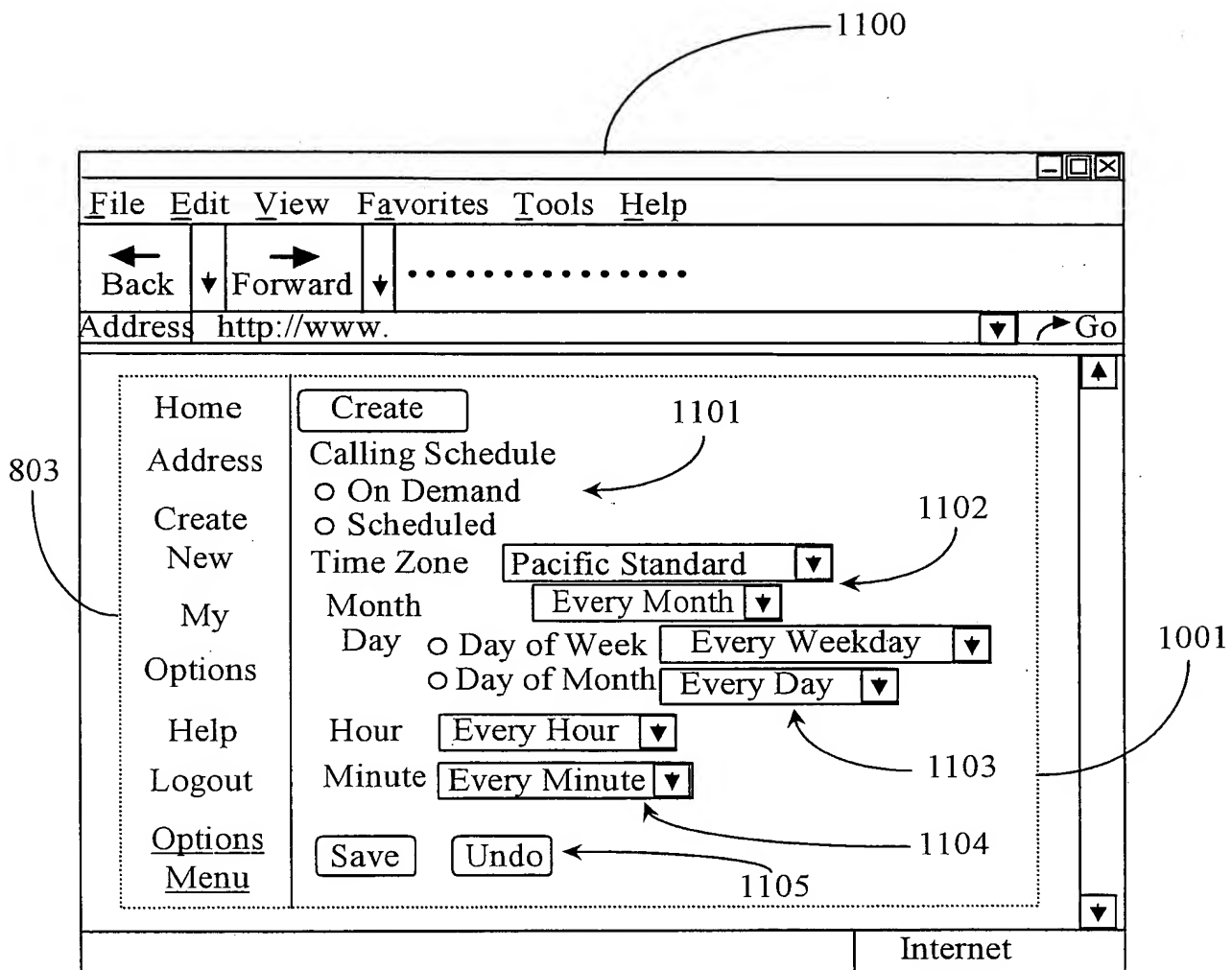


Fig. 11

1200

1201

1202

1203

Dialog Design Panel

Save Dialog

Save and Close

Undo Changes

Route to John Doe

Dialog Name

Field Support

Dialog Description

▲

▼

Radio Dialog Expected Responses

☐ Response
 Follow-Up Action

☐ Yes
 ☐ No Action
 ☐ Connect
 Select
 ☐ Send
 R-Dialog
 To
 Select
 Details

☐ No
 ☐ No Action
 ☐ Connect
 Select
 ☐ Send
 Request
 To
 John Doe
 Details

Create New ResponsesDelete Dialog Response

Route-to Connection Exceptions

Exception

Follow-Up Action

Caller Reject

☐ No Action

☐ Redial

☐ Send RR

To

John Doe

▼

Details

Line Busy

☐ No Action

☐ Redial

☐ Send RR

To

John Doe

▼

Details

Voice Mail

☐ No Action

☐ Redial

☐ Send RR

To

John Doe

▼

Details

Save Dialog

Save and Close

Undo Changes

Dialog Design Window

Fig. 12

1300

Dialog Design Panel

Save Dialog

Save and Close

Undo Changes

Route from John Doe

Route to Jane Doe

Dialog Name

Field Support

Dialog Description

Machine number <resource: Machine_code/> is broken. Are you available to fix it?

1301

Radio Dialog Expected Responses

Response	Follow-Up Action			
<input type="checkbox"/> Yes	<input checked="" type="radio"/> No Action	<input checked="" type="radio"/> Connect	<div>Select ▼</div>	<div>Send</div>
<input type="checkbox"/> No	<input checked="" type="radio"/> No Action	<input checked="" type="radio"/> Connect	<div>Select ▼</div>	<div>Send</div>

Create New Responses

Delete Dialog Response

1302

Route-to Connection Exceptions

Exception	Follow-Up Action			
Caller Reject	<input checked="" type="radio"/> No Action	<input checked="" type="radio"/> Redial	<div>Send RR ▼</div>	<div>To John Doe ▼ Details</div>
Line Busy	<input checked="" type="radio"/> No Action	<input checked="" type="radio"/> Redial	<div>Send RR ▼</div>	<div>To John Doe ▼ Details</div>
Voice Mail	<input checked="" type="radio"/> No Action	<input checked="" type="radio"/> Redial	<div>Send RR ▼</div>	<div>To John Doe ▼ Details</div>

Save Dialog

Save and Close

Undo Changes

1303

Dialog Design Window

Fig. 13

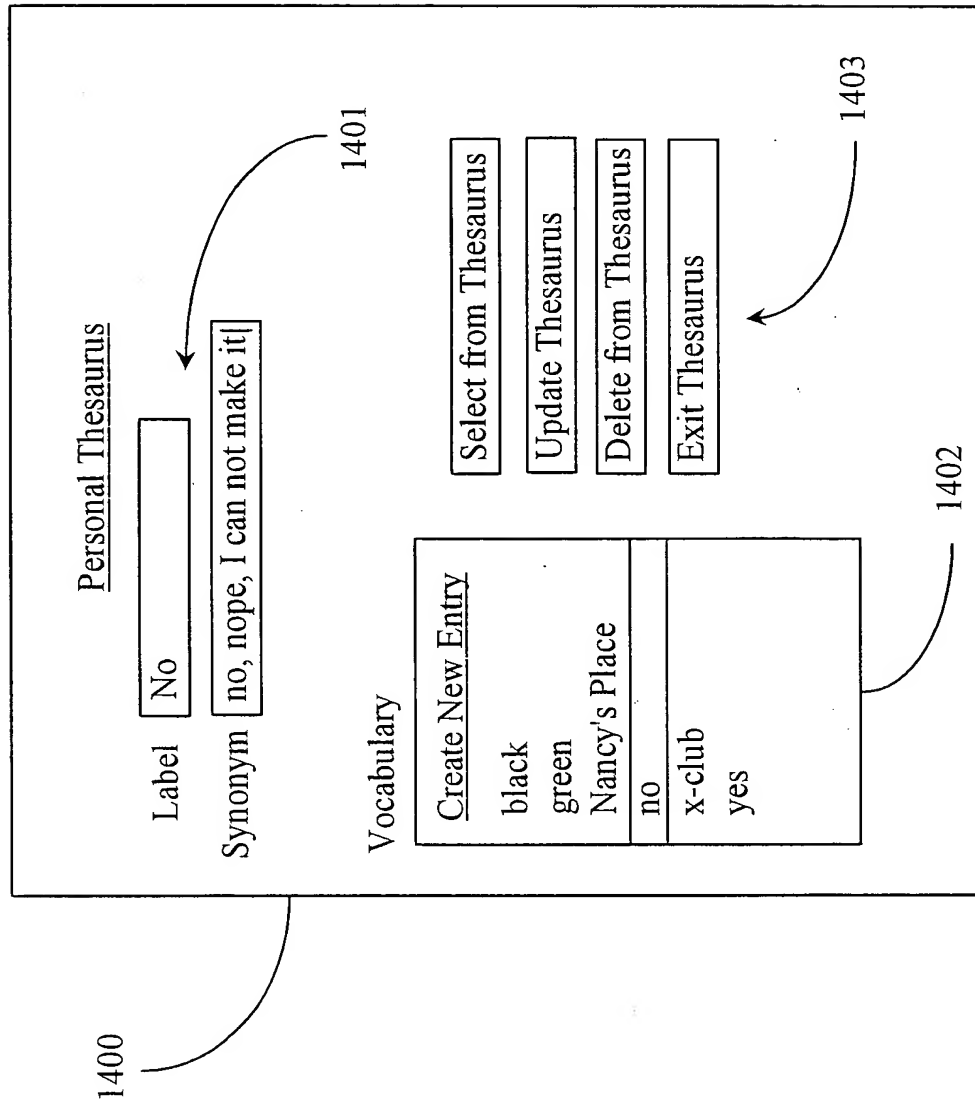


Fig. 14

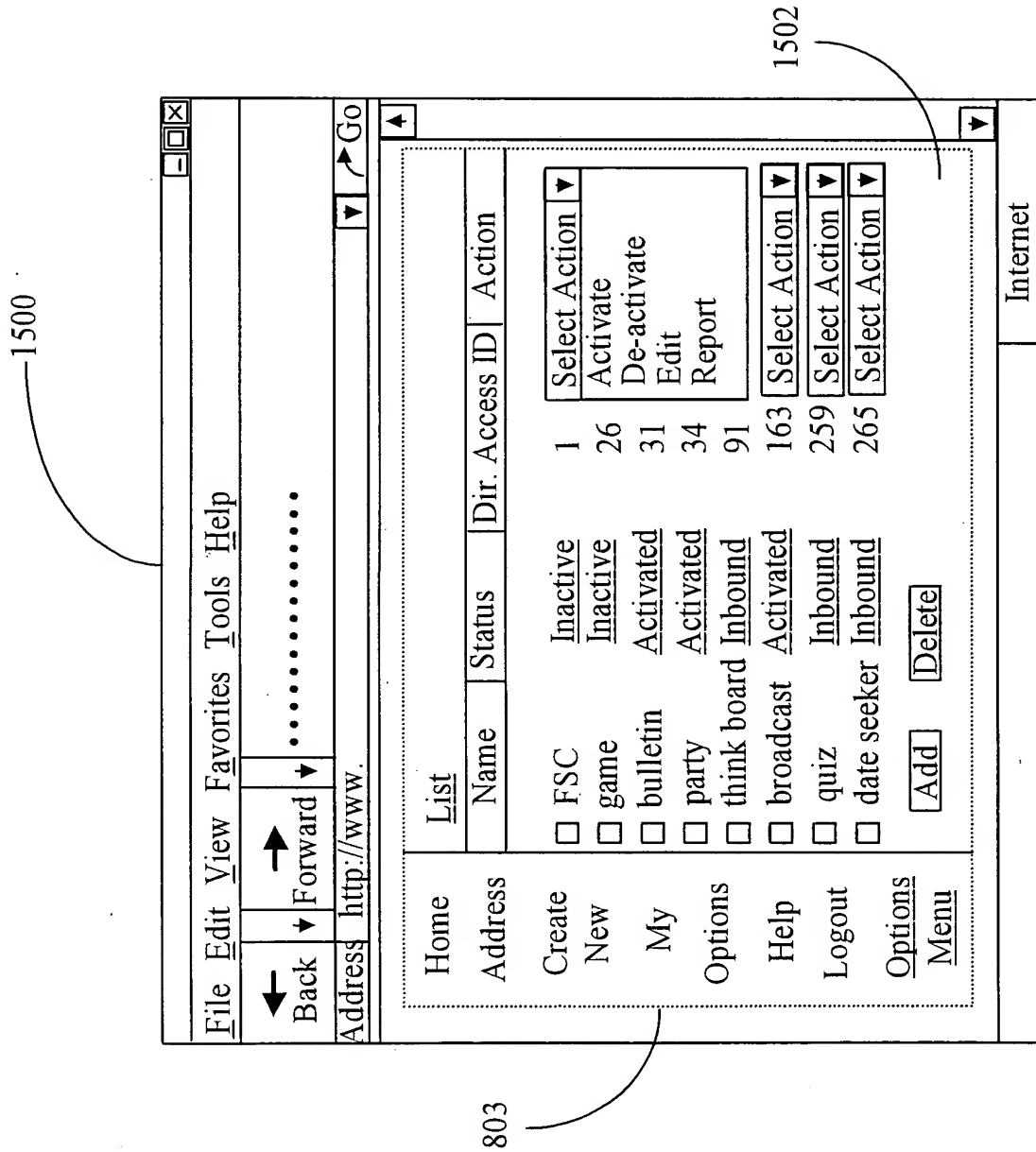


Fig. 15

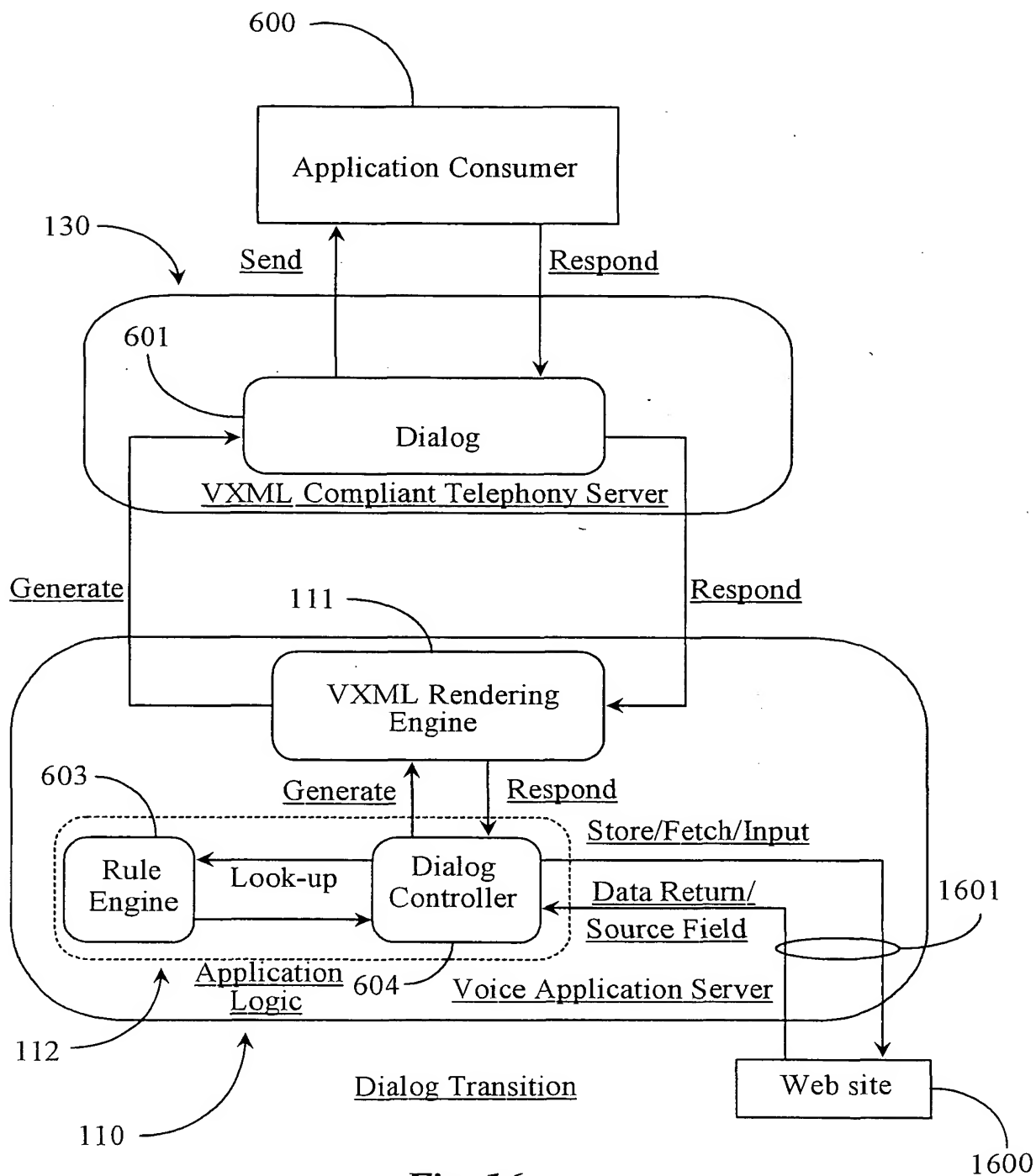


Fig. 16

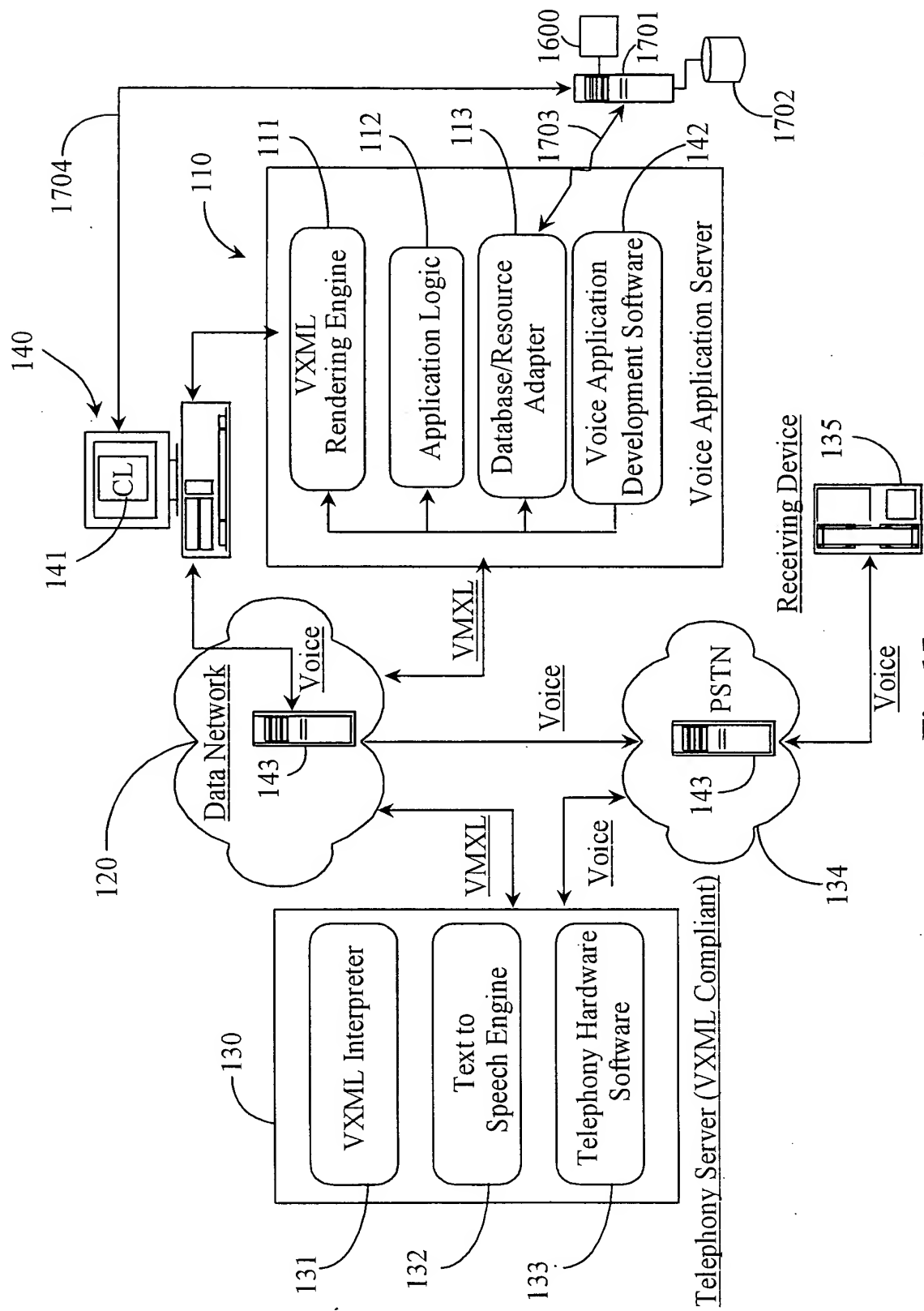


Fig. 17

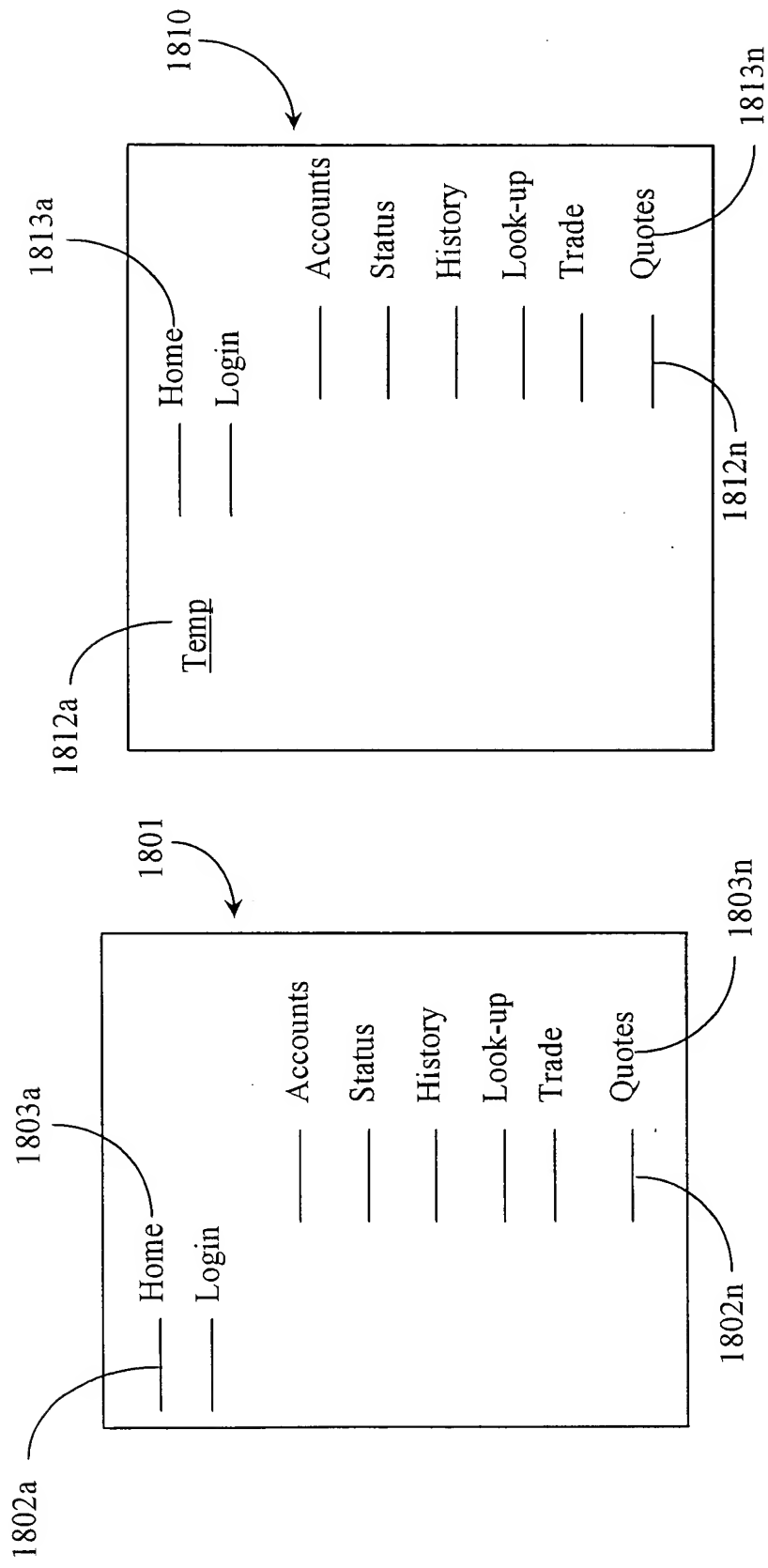


Fig. 18

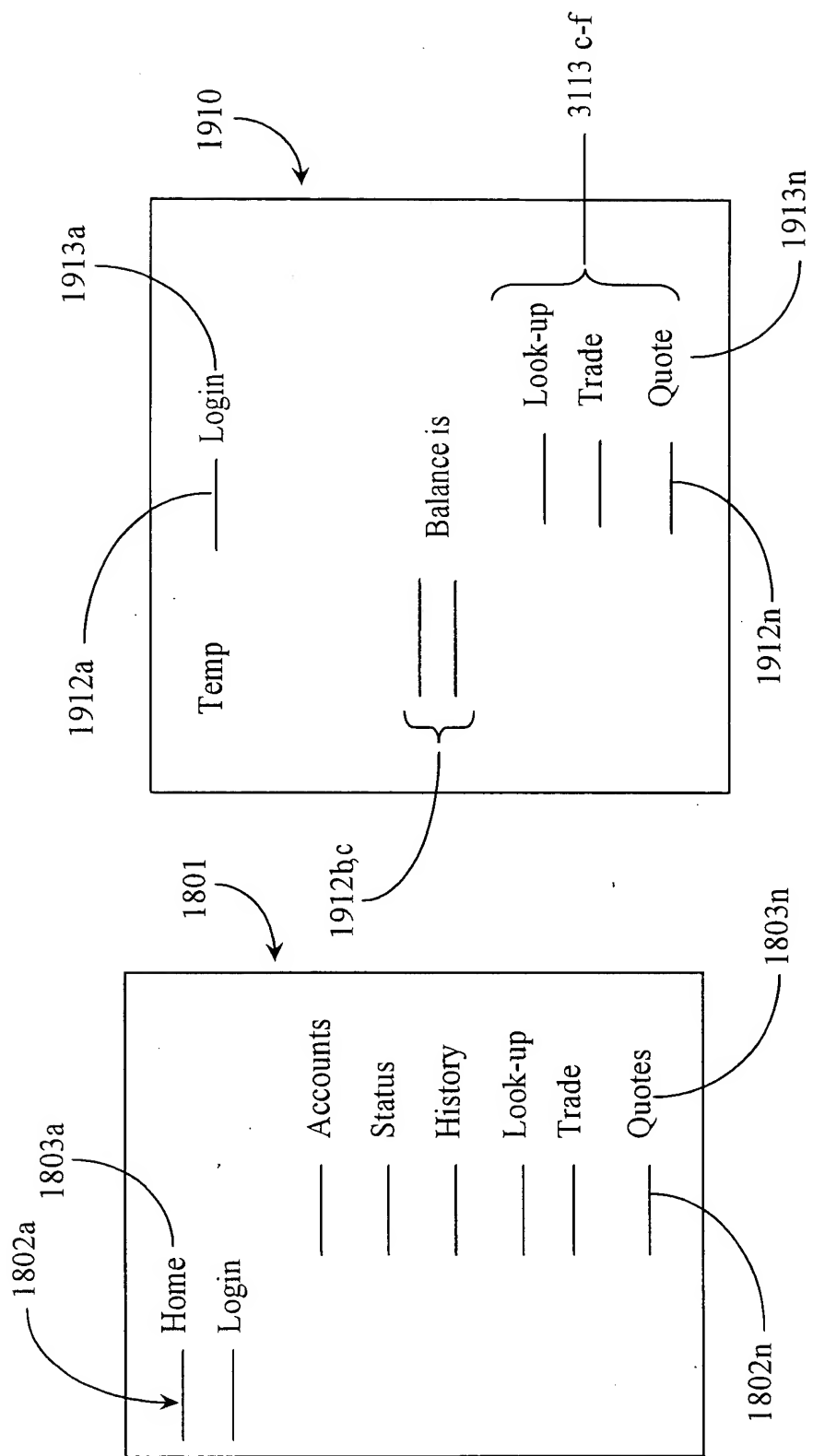


Fig. 19

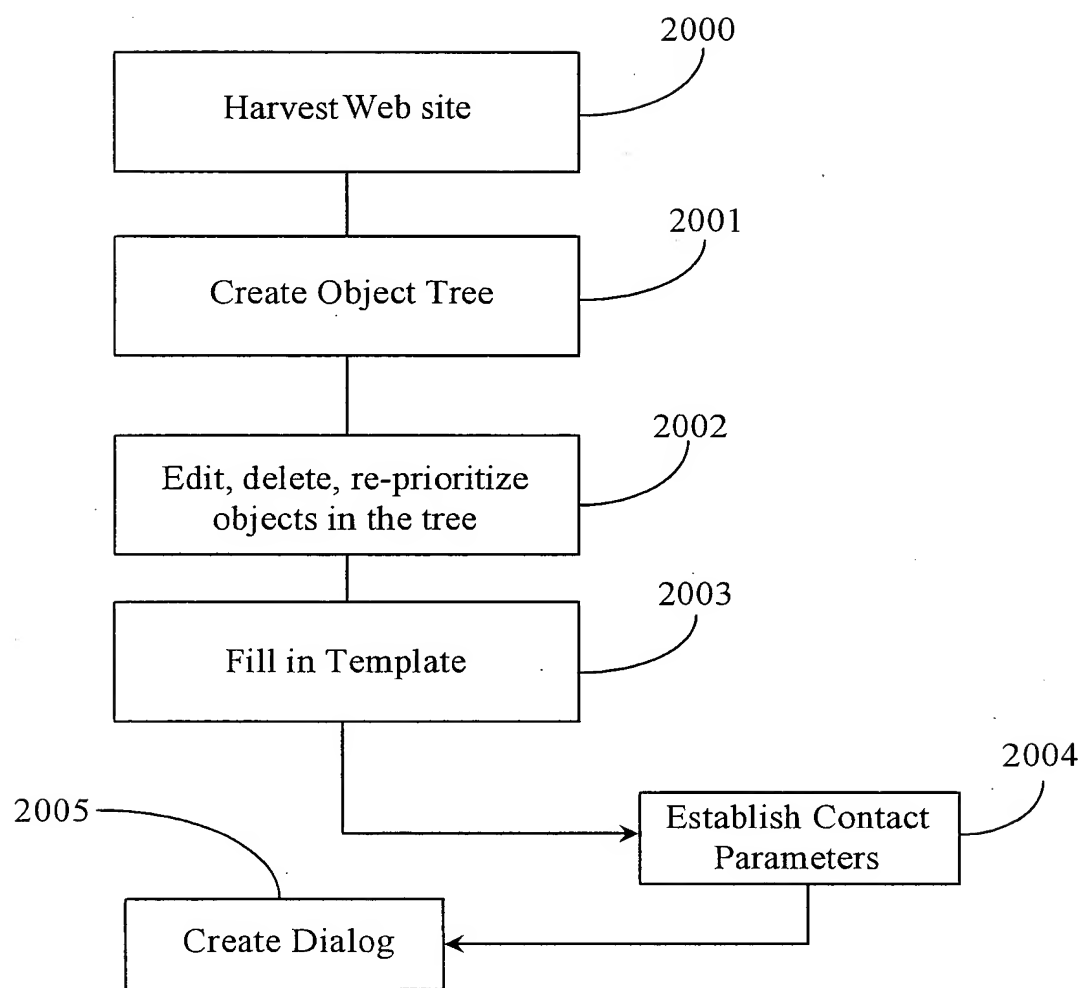


Fig. 20

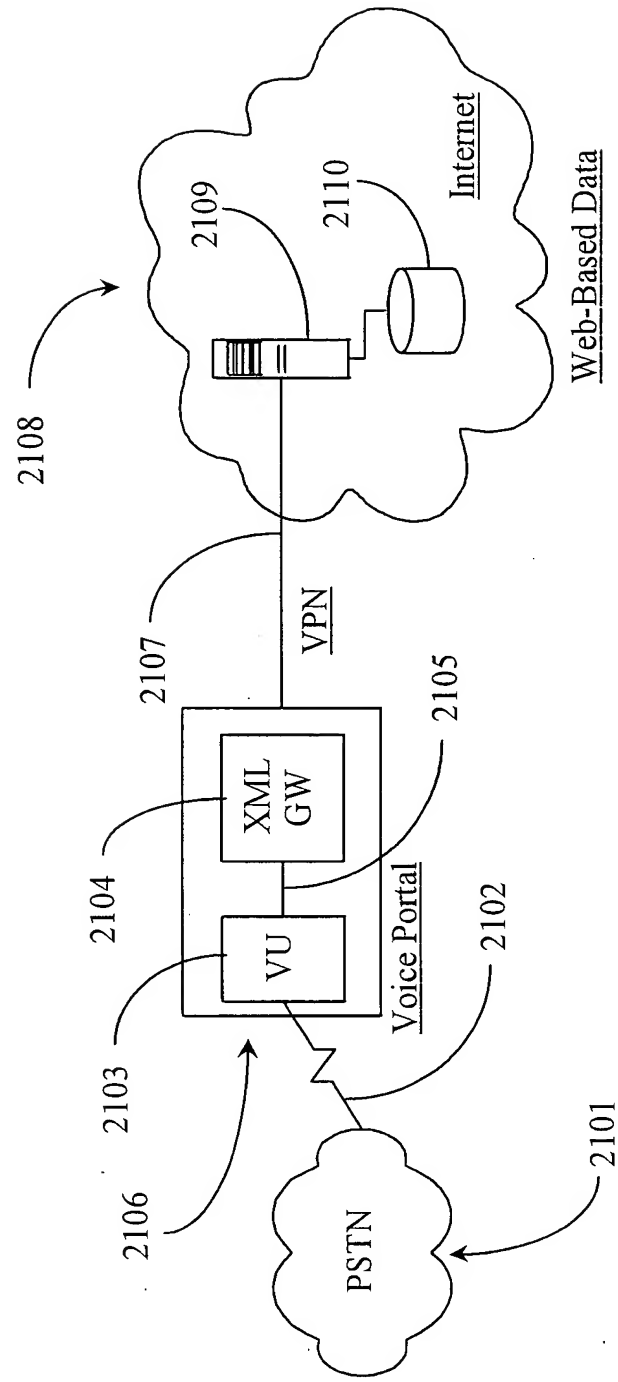


Fig. 21

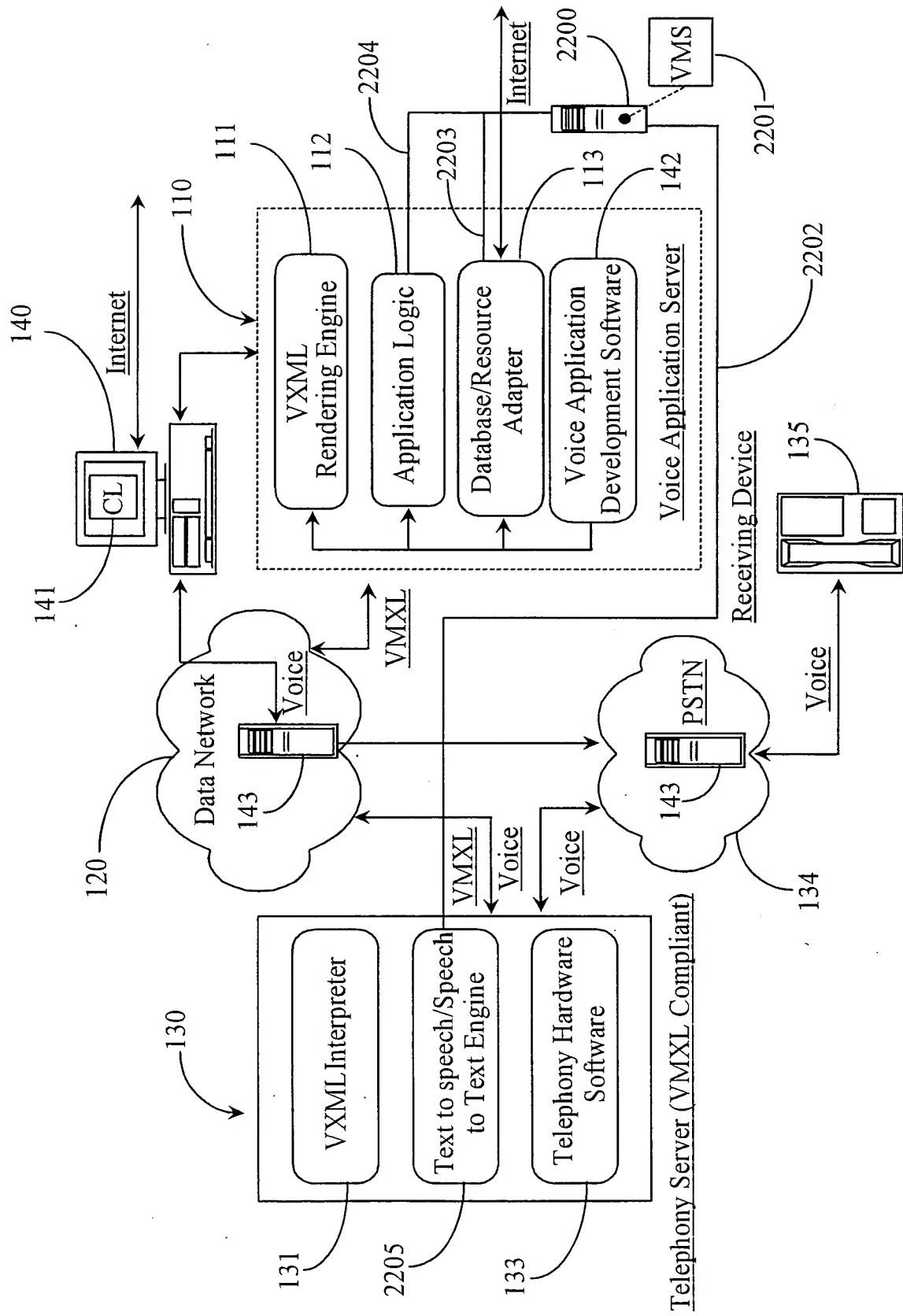


Fig. 22

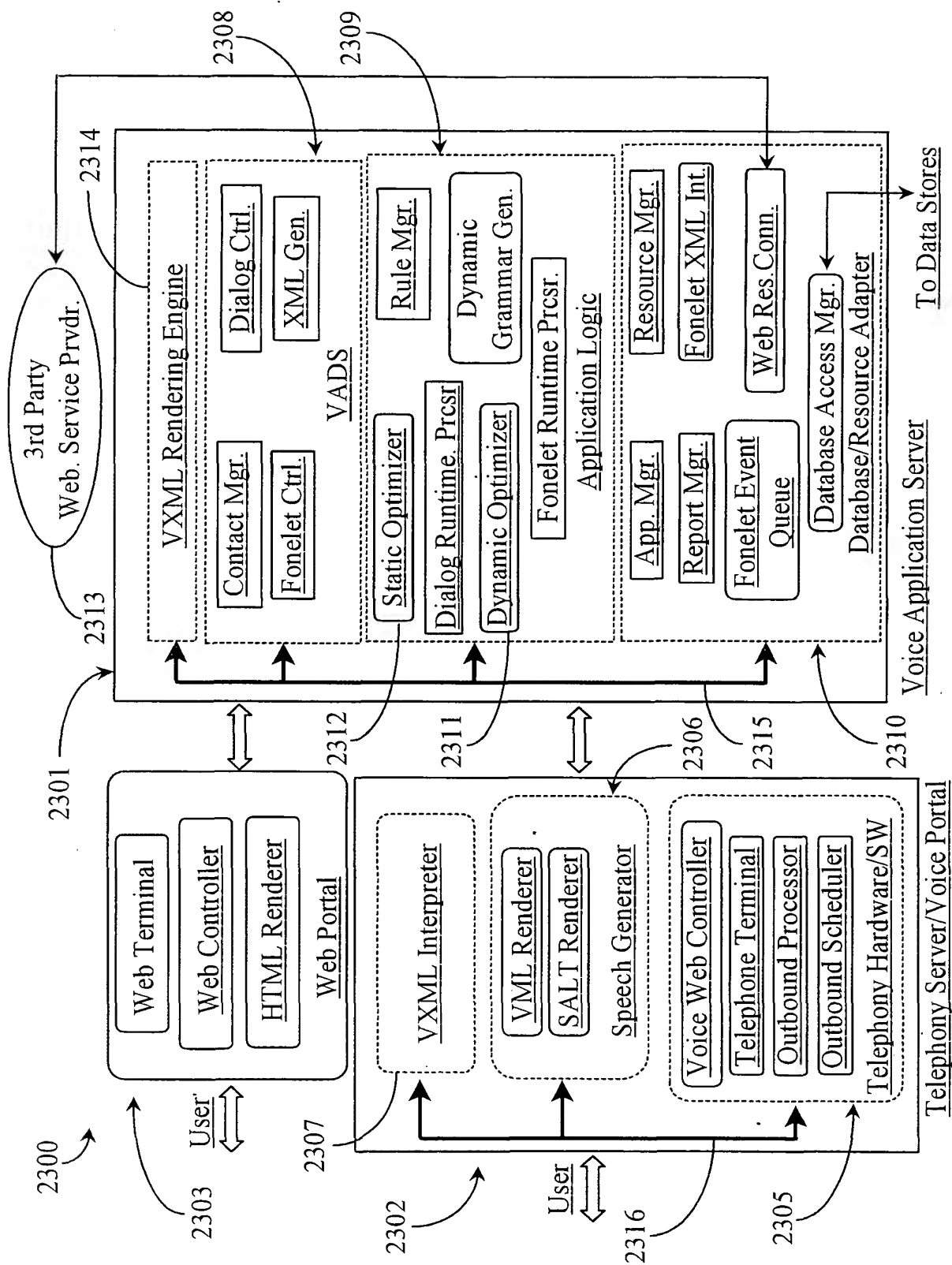


Fig. 23

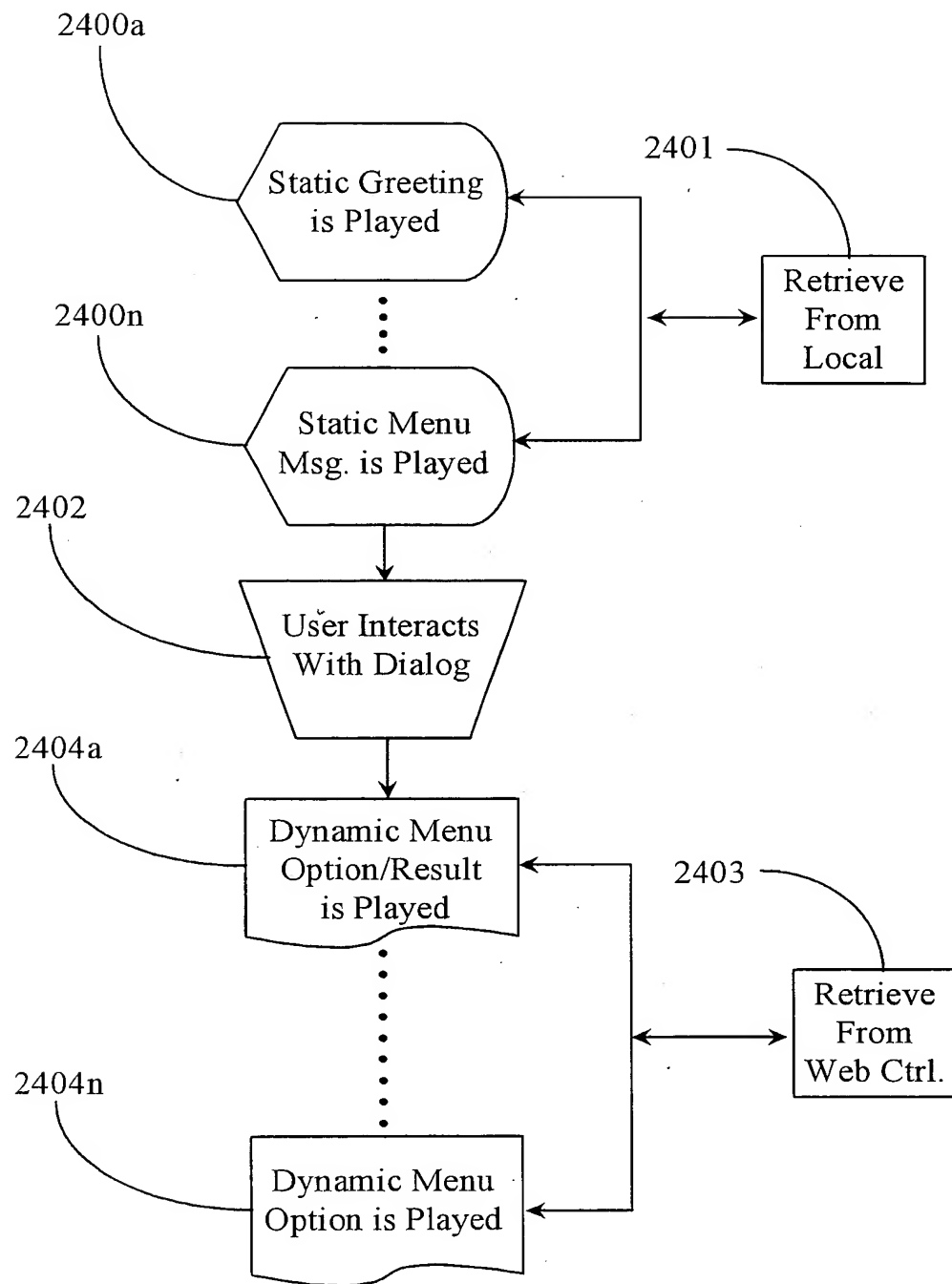


Fig. 24

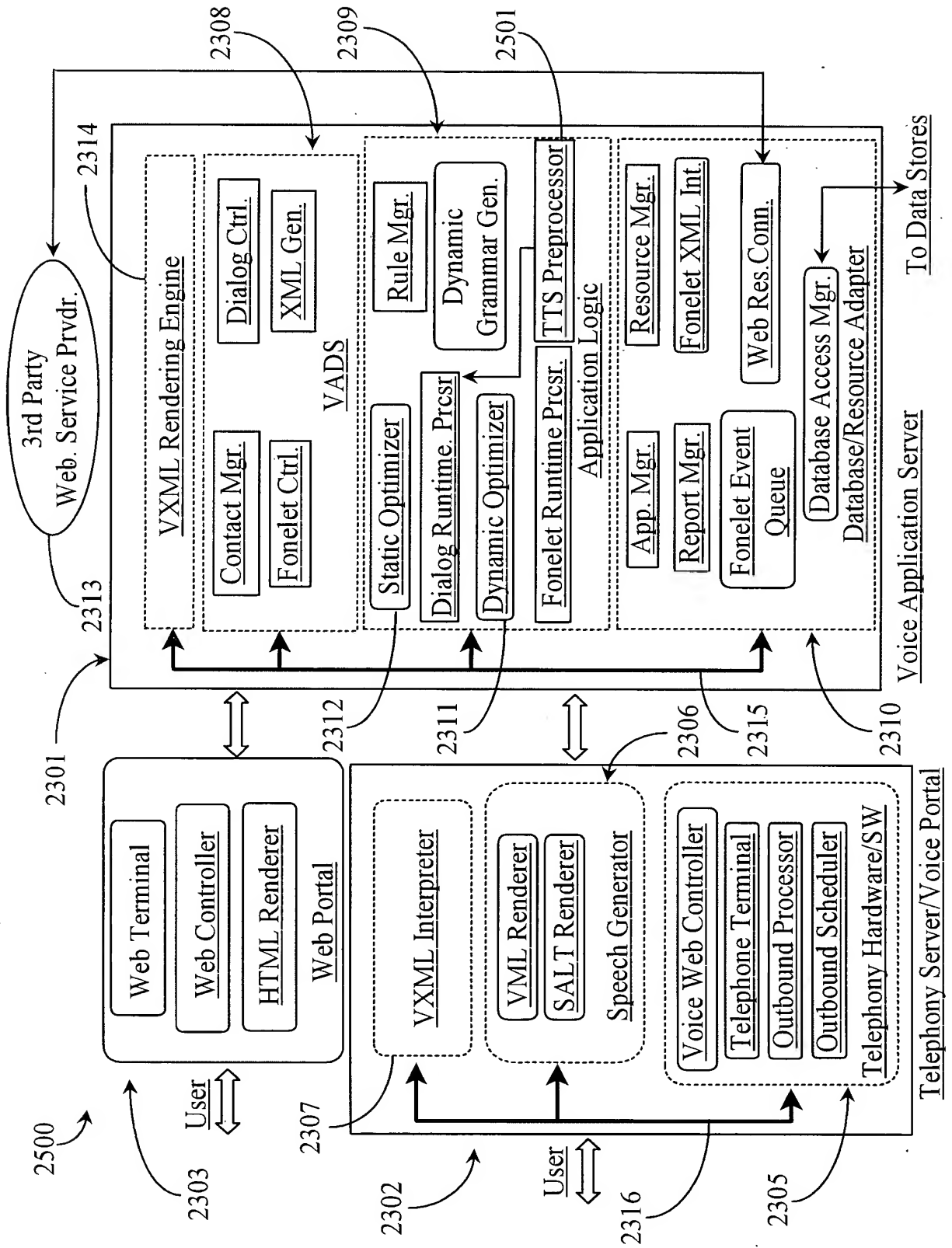


Fig. 25

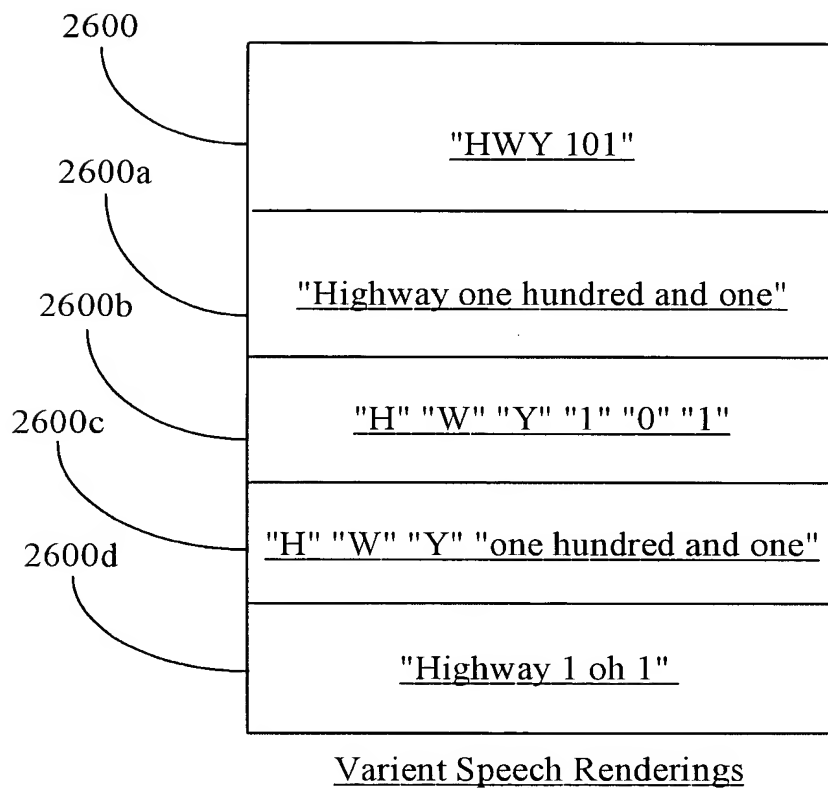


Fig. 26

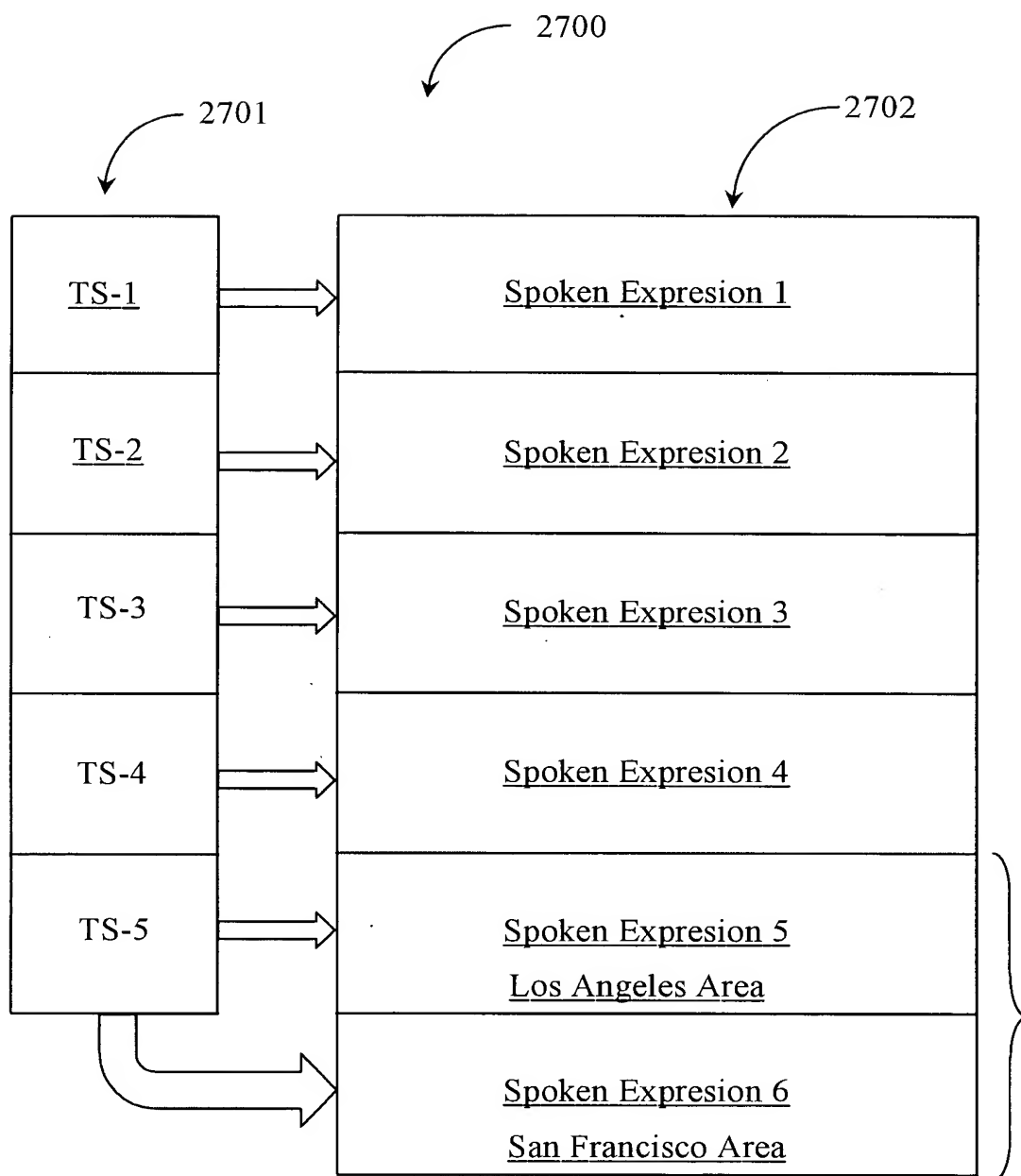


Fig. 27